



TESFA REFUGEES WITH DISABILITIES ASSOCIATION

TESFA POLICY

Addis Ababa, Ethiopia

Approved By: Board of Directors

Approval Date: 01/08/2026

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Date: 01 August 2026

CODE OF CONDUCT POLICY

TESFA POLICY

Introduction

TESFA Refugees with Disabilities Association (TESFA) is a refugee-led organization committed to promoting the dignity, rights, inclusion, protection, and socio-economic empowerment of refugees with disabilities living in Ethiopia.

This Code of Conduct establishes the ethical and professional standards expected of everyone representing TESFA. It is intended to foster integrity, accountability, transparency, respect, and professionalism in all organizational activities and interactions.

Purpose

The purpose of this Code of Conduct is to:

- Promote ethical behaviour.
- Protect the rights and dignity of refugees with disabilities.
- Prevent misconduct.
- Promote accountability.
- Maintain public confidence in TESFA.
- Guide decision-making.
- Ensure compliance with applicable laws and humanitarian principles.

Objectives

The objectives of this policy are to:

- Promote professionalism.
- Strengthen organizational integrity.
- Prevent abuse of power.
- Prevent discrimination.
- Promote transparency.
- Protect organizational assets.
- Ensure responsible use of resources.
- Foster mutual respect.
- Encourage ethical leadership.

Scope

This policy applies to:

- Board Members
- Chief Executive Officer (CEO)
- Employees
- Volunteers
- Consultants
- Interns
- Contractors
- Members acting on behalf of TESFA
- Temporary staff
- Anyone representing TESFA in any official capacity

All persons covered by this policy are required to read, understand, and comply with it.

Definitions

- **Code of Conduct** – A set of ethical principles and behavioural standards governing everyone associated with TESFA.
- **Misconduct** – Any behaviour that violates this policy or damages the reputation or interests of TESFA.
- **Conflict of Interest** – A situation where personal interests interfere with official responsibilities.
- **Beneficiary** – Any refugee, refugee with disability, asylum seeker, or community member receiving services or support from TESFA.



Core Values

Everyone representing TESFA shall uphold the following values:

- Respect
- Integrity
- Accountability
- Transparency
- Inclusion
- Equity
- Diversity
- Professionalism
- Teamwork
- Compassion
- Independence
- Human Dignity

Standards of Conduct

Representatives of TESFA shall:

- Act honestly.
- Behave professionally.
- Treat everyone with dignity.
- Respect diversity.
- Maintain confidentiality.
- Avoid conflicts of interest.
- Protect organizational resources.
- Comply with organizational policies.
- Respect the rights of refugees with disabilities.
- Promote inclusion in all activities.

Professional Behaviour

Personnel shall:

- Arrive on time.
- Perform assigned duties responsibly.
- Maintain respectful communication.
- Dress appropriately.



- Avoid offensive language.
- Cooperate with colleagues.
- Maintain a safe working environment.
- Follow instructions from supervisors.

Respect, Equality and Inclusion

TESFA has zero tolerance for discrimination.

No individual shall be discriminated against on the basis of:

- Disability
- Nationality
- Refugee status
- Gender
- Age
- Religion
- Ethnicity
- Language
- Political opinion
- Marital status
- Any other protected characteristic

Everyone must contribute to creating an accessible and inclusive environment.

Integrity and Accountability

Representatives shall:

- Be truthful in all communications.
- Keep accurate records.
- Use organizational funds responsibly.
- Avoid misuse of authority.
- Accept responsibility for their actions.
- Report suspected misconduct.

Confidentiality and Data Protection

Personnel shall:

- Protect personal information of members and beneficiaries.
- Not disclose confidential information without authorization.



- Secure organizational records.
- Respect privacy.
- Comply with applicable data protection requirements.

Confidential information includes:

- Medical information
- Disability information
- Financial records
- Membership records
- Staff records
- Donor information

Conflict of Interest

Personnel must avoid situations where personal interests interfere with TESFA's interests.

Examples include:

- Awarding contracts to relatives.
- Using organizational resources for personal benefit.
- Accepting inappropriate gifts.
- Participating in decisions where personal interests exist.

Any conflict of interest must be declared in writing.

Fraud, Corruption and Bribery

TESFA adopts zero tolerance toward:

- Fraud
- Theft
- Embezzlement
- Corruption
- Bribery
- Forgery
- Misuse of funds

Any suspected fraud must be reported immediately.

Use of TESFA Property and Resources

TESFA resources shall only be used for official purposes.

Resources include:



- Computers
- Office equipment
- Vehicles
- Office supplies
- Bank accounts
- Documents
- Internet
- Email accounts
- Website
- Social media accounts

Unauthorized personal use is prohibited.

Communication and Social Media

Personnel shall:

- Protect TESFA's reputation.
- Communicate respectfully.
- Avoid sharing confidential information.
- Obtain authorization before making official public statements.
- Use official branding appropriately.

Political and Religious Neutrality

TESFA shall remain independent and non-partisan.

Personnel shall not use TESFA's name or resources to promote political parties, candidates, or religious organizations.

Relationships with Beneficiaries

Personnel shall:

- Treat beneficiaries with dignity.
- Avoid exploitation.
- Maintain professional boundaries.
- Never request personal favors.
- Respect confidentiality.
- Ensure equal treatment.



Safeguarding and Protection

TESFA is committed to protecting children and adults at risk.

All representatives shall:

- Prevent abuse.
- Report safeguarding concerns.
- Cooperate with investigations.
- Follow TESFA's PSEA and safeguarding policies.

Reporting Misconduct

Anyone may report suspected violations through:

- The CEO
- The Board Chairperson
- Email
- Telephone
- Written complaint
- Complaint box

Reports shall be treated confidentially.

Retaliation against whistleblowers is prohibited.

Disciplinary Measures

Violations may result in:

- Verbal warning
- Written warning
- Mandatory training
- Suspension
- Removal from duties
- Termination of employment or volunteer role
- Removal from the Board (where permitted by the Bylaws)
- Referral to law enforcement authorities if laws have been violated

Disciplinary actions should follow principles of fairness, impartiality, and due process.

Roles and Responsibilities

Board of Directors

- Approve and periodically review the Code of Conduct.



- Provide oversight of ethical governance.
- Address serious violations involving senior leadership.

Chief Executive Officer (CEO)

- Promote compliance with the Code.
- Ensure orientation and training for staff and volunteers.
- Investigate or arrange investigations into alleged misconduct.

Managers and Supervisors

- Lead by example.
- Encourage ethical behavior.
- Report violations promptly.

Staff, Volunteers, and Representatives

- Read and comply with this Code.
- Report suspected misconduct.
- Cooperate with investigations.

Official Contact Information

Organization	TESFA Refugees with Disabilities Association
Office Address	Addis Ababa, Ethiopia
Phone	+251 703 047 511 / +251 974 731 170
Board of Directors Email	boardofdirectors@tesfa.com.et
Official Website	www.tesfa.com.et

Policy Review

This policy shall be reviewed at least every three years, or sooner if required by changes in law, organizational needs, or donor requirements. Any amendments must be approved by the Board of Directors.

Acknowledgement and Declaration

I hereby acknowledge that I have received, read, understood, and agree to comply with the **TESFA Code of Conduct Policy**. I understand that this Policy establishes the ethical and professional standards expected of everyone representing TESFA Refugees with Disabilities Association.

I commit myself to act with integrity, honesty, accountability, professionalism, respect, and impartiality in all my duties and interactions. I further commit to protect the dignity and rights of beneficiaries, members, colleagues, partners, and the public, while safeguarding the reputation, assets, and interests of TESFA.



I understand that any violation of this Policy may result in disciplinary action in accordance with the Association's Bylaws and other applicable policies.

Full Name: _____

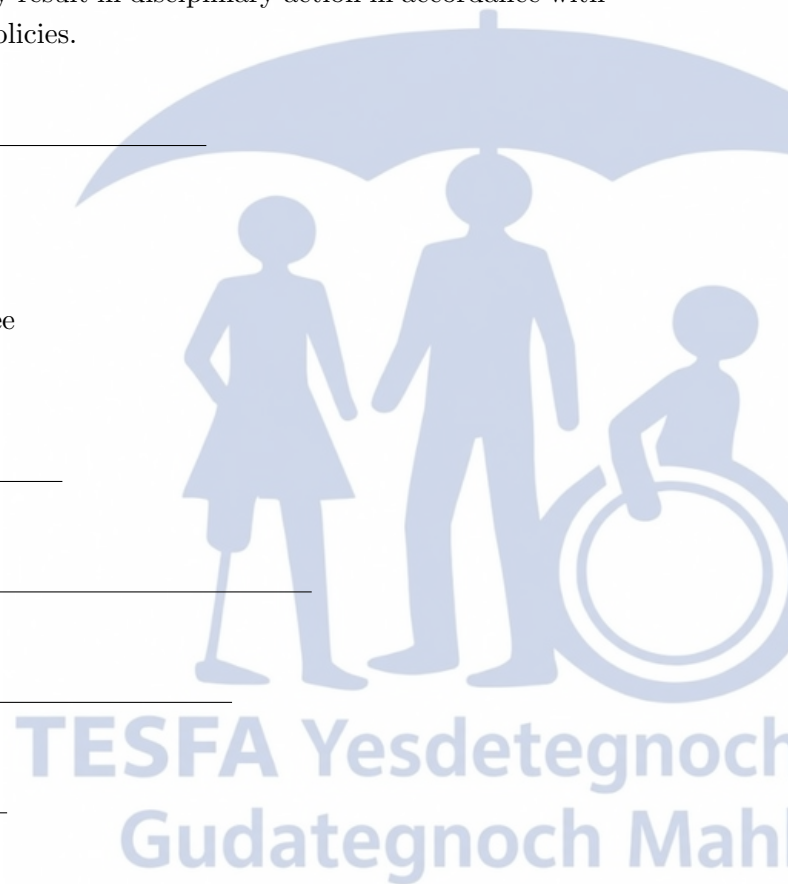
Position / Role:

- ☐ Board Member ☐ CEO ☐ Employee
☐ Volunteer ☐ Consultant ☐ Intern
☐ Contractor ☐ Other: _____

Department/Committee: _____

Signature: _____

Date: _____



By signing this declaration, I confirm my commitment to uphold the highest standards of ethical conduct while representing TESFA Refugees with Disabilities Association.